

# UniRez

Ipswich

## Resident Information

The following information is provided in this arrival kit:

1. House Rules
2. Getting Started
3. Life at UniRez

## Section 1.0 House Rules

### Common Areas

Residents and guests are to leave common areas neat and tidy after using them. These areas include Attunga, BBQ areas & patios, living room and kitchen.

### Residents Behaviour

Residents are required to be respectful of others peace, privacy and comfort at all times. Residents must not enter other resident's rooms without permission.

### Guests Behaviour

As a resident, you are responsible for your guests and their behaviour while they are at UniRez. You must ensure your guests also respect the other tenants comfort at all times. Please make your guests aware of the rules regarding shared areas.

### Cross Cultural Awareness

UniRez promotes a fair and welcoming multicultural environment. Please respect other residents and their cultural differences.

### Locks and Keys

Residents are responsible for their keys. Keys must not be copied or given to any other person. If you have issues with your lock or key, please contact reception.

### Pets and Animals

No pets or animals of any kind are allowed at UniRez at any time.

### Clothes Drying

Do not hang clothing or washing out on verandahs or railings. Small clothes lines are for indoor use only.

### Breaches of Law

The following breaches of the law are considered very serious and will be notified to the police:

- Use or possession of illegal drugs on the property
- Firearms in room, cars or on the premises
- Violence or threats to residents, guests or staff
- Theft

### Breaches of rules

The following breaches of rules will be considered serious and the tenancy may be terminated if residents do not comply:

- No smoking in rooms
- No littering
- Do not damage the property, furniture or fittings
- Do not leave garbage in the stairwells or shared areas
- No excess noise at any time in common areas or bedrooms
- No excessive untidiness or mess in shared areas



## Section 2.0 About UniRez

### Attunga

Attunga is the name of the area in the middle of UniRez. It includes the pool, the barbeque area and the laundry are and common room. "Attunga" is the local Aboriginal word for "high place". Attunga is the area where all UniRez resident events are held.

### Laundry

The laundry is in the middle of Attunga. There are both washing machines and dryers available. The cost to use them is three \$1 coins.

### Pool

The pool is available for use to all UniRez residents. and their guests.



# Section 3.0 Getting Started

## Internet

### Setup

Connect a LAN cable to the outlet in your bedroom and the port in your computer.

Open up your internet browser and follow the prompts.

### Support

The internet provider is called 3play. For any assistance regarding your internet, please call them on [1300 301 946](tel:1300301946)

## Mail

### Address

To ensure that you receive your mail, make sure that you have the correct address. There is one mailbox per apartment, so for example if you live in apartment 18, your address will be:

18/87 Thorn St  
IPSWICH Q 4305

### Packages

When a parcel is too big to fit in the mailbox, sometimes they are left at reception. We will hold the parcel at reception and email you to let you know that it's there. Please remember we accept no responsibility for packages, and cannot sign for packages requiring a signature.

### Getting your mail

The mailboxes are located at the front of the property near the entrance. Keys for the letterboxes are kept at reception, and you are welcome to come in and borrow a key to check your mail.

## Rent

### Making Payments

The preferred method of payment is direct credit into our bank account. Please contact reception if you require the bank account details. Alternatively, you can pay at reception by cash, credit card, or EFTPOS.

### Outstanding Accounts

It is your responsibility to remain up to date with rent payments. If your rent is outstanding, you will be issued with a breach.

## Transport

For up to date information regarding transport around Ipswich, please visit [www.translink.com.au](http://www.translink.com.au)

# Section 4.0 Life at UniRez

## After hours

UniRez has an onsite caretaker who can assist you outside of office hours. If the office is closed, please call the office number which is diverted to the onsite caretaker. The office number is (07) 3812 0362.

If you are locked out of your room when the office is closed and the onsite caretaker is unavailable to assist you, it is your responsibility to call a locksmith at your own cost.

## Maintenance

If you have any maintenance requests, we require the request in writing. There are forms available at reception. Alternatively you can fill in the online maintenance request form or send us an email.

## Tenancy

### Inspections

All bedrooms and common areas are inspected routinely. You do not need to be home for this.

### Entry Notices

If there is a reason for us to enter your bedroom, you will be sent an entry notice form via email beforehand. If you have previously submitted a maintenance request, an entry notice will not be sent.

### Extending your lease

When you decide that you want to extend your lease, please let us know as soon as possible, and the correct paperwork can be arranged.

## Social

### Facebook

Like us on Facebook to keep up with latest news!

### Events

There are events regularly for you to meet up with your neighbours and get to know each other. Updates are made on our Facebook, so make sure you check our page!